



## State of Rhode Island and Providence Plantations STATE REHABILITATION COUNCIL

*...working with the Office of Rehabilitation Services to maximize the potential of people  
with disabilities through meaningful employment...*

### *2002 Annual Update*

**40 Fountain Street  
Providence, RI 02903**

**(401) 421-7005  
(401) 222-3574 FAX  
(401) 421-7016 TDD  
www.ors.state.ri.us**

***CHAIRPERSON:*  
Annette Bourbonniere**

***COUNCIL MEMBERS:***

**William Anderson, J.D.  
Jeanne Behie  
Janice A. Belasco  
Paul Choquette  
Thomas Cinquini  
Bob Cooper  
Stephen Cronin  
Robin Dolan  
Craig Enos  
Joseph Ferreira  
Elizabeth Graves  
Roberta Greene  
Margaret Hoyer  
Beatrice Lanzi  
Virginia Perelson  
J. David Sienko  
Michaela Stannard**

**Administrator-ORS  
Raymond A. Carroll**

The Office of Rehabilitation Services recognizes the important contribution made by the State Rehabilitation Council (SRC) in developing responsive approaches to better serve the needs of persons who have disabilities in Rhode Island.

Working closely with ORS leadership and staff, the SRC continues to collaborate on many issues and concerns that directly impact on ORS service delivery. This includes a wide range of activities devoted to improving ORS ability to develop partnerships with community rehabilitation providers, educational institutions, assistive technology suppliers, employers and others involved in attaining successful vocational rehabilitation outcomes for ORS customers.

We are proud to provide highlights of the work in 2002 that was performed by the SRC in support of the Agency's mission:

- Quality Assurance Activities
  - The SRC Quality Assurance Committee has been actively involved in developing strategies that will evaluate and improve the quality of service that ORS provides to its customers.
  - A Customer Satisfaction Survey instrument was designed in conjunction with the Center for Research and Public Policy with input from SRC members and ORS staff.
  - The SRC utilized this final instrument in an initial survey of closed cases, which was conducted in early 2002.
  - The Center for Research and Public Policy presented the largely favorable findings at several venues, including the ORS Employer Breakfast. ORS administration will be using the findings of this survey along with other standards and indicators to address service delivery concerns. In light of these findings, the SRC has requested that ORS address the issue of timeliness of phone responses. In addition, the Council has urged the inclusion of active cases in such surveys in order to give a more balanced evaluation of service delivery.
  - The SRC also continues to be an interested partner in the development of a regional evaluative tool as proposed by the New England CSAVR Customer Satisfaction Committee.

- Policy Committee Activities
  - The SRC's Policy Committee members reviewed new and revised ORS policies to insure language and intent were in keeping with the ORS mission.
  - The attachments to the State plan, which required annual revisions, were reviewed by the Committee and the SRC comments were included in the final submittal.
  - Members of this Committee along with other representatives attended the RSA On-Site Monitoring Review in April and assisted with responses as required.
- Leadership Development
  - The SRC continues to offer opportunities for leadership development to its members in order that 1.) Members can improve their individual advocacy skills and capability and that 2.) The Council as a whole can be more effective in its advocacy efforts for ORS.
  - The SRC is also in the process of exploring the advantages and disadvantages of increasing its operational independence in order that it can act more impartially in evaluating and advocating within ORS for constructive change.
- Legislative Activities
  - The SRC has actively supported proposed Medicaid Buy-in, prescription drug and other legislation, which impact on ORS customers and successful outcomes.
- Employment Activities
  - Members of the SRC supported and participated in the agency's 6<sup>th</sup> Annual Employer Honor Roll Awards Ceremony held on October 3, 2002 at the Radisson Hotel in Warwick. The SRC Chairperson served as Master of Ceremonies as Outstanding Achievement Awards were received by Techmap (Job Accommodation), Newport Creamery (Integration), Anton's Foods (Advancement) and Shaw's Supermarket (Longevity).
  - The SRC plans to be more active in the future in developing relationships with the employment community that will lead to good, high-paying jobs for ORS clients.

**While the above accomplishments may be impressive, the SRC plans for 2003 are even more ambitious. The SRC is actively planning the following for next year:**

1. Hiring a Staff Assistant to provide support to the Chairperson of the SRC and its members.
2. Develop and field a revised Customer Satisfaction Instrument to assist ORS in its on-going quality assurance effort. The new survey will include individuals from the active ORS caseload to further the ongoing quality assurance effort.
3. Collaborating with ORS on methods to increase competitive employment outcomes for persons who have disabilities.
4. Active advocacy on matters relating to budget and legislation at both the State and Federal levels that affect the population served by ORS.
5. Continued work on re-defining the role of the SRC and developing strategies for collaboration with ORS.